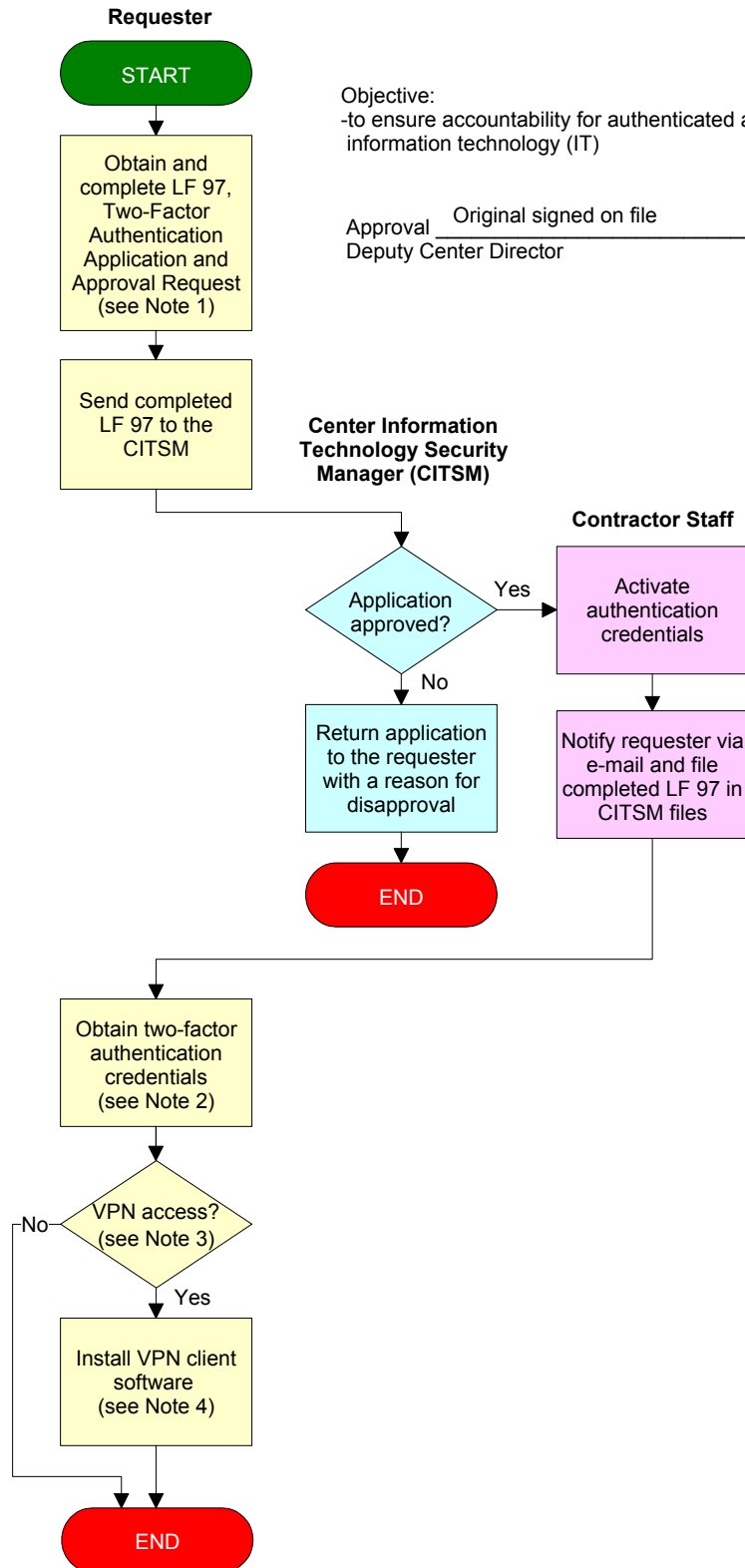


OBTAINING TWO-FACTOR AUTHENTICATION CREDENTIALS AND A VIRTUAL PRIVATE NETWORK (VPN) ACCOUNT

LMS-CP-5915
Revision: A-1



Objective:
-to ensure accountability for authenticated access to Center information technology (IT)

Approval Original signed on file
Deputy Center Director

General Information

The following records are generated by this procedure and should be maintained in accordance with CID 1440.7: Two-Factor Authentication Application and Approval Request, LF 97

Note 1

Two-factor authentication is used for ensuring that only authorized individuals have access to NASA information and IT resources. It is utilized for authentication by the Langley Virtual Private Network (VPN); secure web sites; and single-sign-on login functionality.

All requests for two-factor authentication credentials must be sponsored by a Langley organization.

Note 2

The requester must visit the location specified in the e-mail, with his/her Langley badge, to verify identity, or if that is impossible, make arrangements through the Langley sponsor to arrange an alternative method with the CITSM to provide secure receipt of the authentication credentials.

The following is provided in a sealed envelope:

- SecurID fob/token
- Instructions for setting the personal identification number (PIN)
- A hardware fob/token responsibility statement

The user must sign the responsibility statement when the envelope is delivered. For remote users, the fob/token will not be activated until the responsibility form is returned to the CITSM.

Note 3

The website <https://pinball.larc.nasa.gov> requires two-factor authentication. This is where the PIN is created and an on-line request for telephone support is completed.

Note 4

If VPN access is required, the account is requested at <https://pinball.larc.nasa.gov>, which provides instructions for downloading the free VPN client software for windows-based computers, Mac OS X, linux, as well as several other varieties of unix. For Mac OS 8/9 computers there is no native client software. Clients for these hosts may be obtained through a third party software vendor. Contact the CITSM for details on obtaining this software.